



Wolf Creek Window & Door Solutions Ltd.

2741 Capri Road
West Kelowna, BC V1Z 2T5
250-300-8430

Warranty

This Warranty Agreement is made between Wolf Creek Window and Door Solutions Ltd. ("Contractor") and the original purchaser ("Customer").

1. Workmanship Warranty

The Contractor warrants all installation work for a period of **five (5) years** from the date of installation.

This warranty covers defects in workmanship under normal use, including:

- Air or water infiltration caused by installation deficiencies
- Improper sealing or insulation
- Visual workmanship

The Contractor will repair verified workmanship defects at no or limited cost to the Customer if deemed necessary.

2. Manufacturer Product Warranty

All products (windows, doors, and glass) are covered under the applicable manufacturer's warranty.

The Contractor agrees to **assist the Customer** in facilitating warranty claims.

3. Labour for Manufacturer Defects

Where a product is confirmed defective under manufacturer warranty:

- Within one (1) **year** of installation: labour will be provided at no charge as agreed to by the manufacturer
- After two (2) years: labour may be charged at reasonable prevailing rates as agreed to by the manufacturer

4. Entry Door Conditions

Wood and fibreglass doors must be properly finished, sealed, and maintained in accordance with manufacturer guidelines.

- Proper finishing will not void warranty coverage
- Natural wood movement (minor expansion, contraction, or variation) is not considered a defect
- Significant warping or deformation will be evaluated considering installation quality and environmental exposure

5. Exclusions

This warranty does not cover:

- Damage resulting from misuse, neglect, or lack of maintenance
- Structural movement of the building
- Unauthorized alterations or repairs
- Normal wear and tear
- Environmental exposure
- Hot sun exposure on dark coloured materials

Determinations of negligence will be based on reasonable evidence and standard industry practices.

6. Pre-Existing Conditions

The Contractor is not responsible for pre-existing conditions (including rot or structural damage) unless:

- Identified during the project, and
- Agreed to be repaired in writing

7. Maintenance

The Customer is responsible for routine maintenance, including cleaning, care of caulking, finishes, lubricating and seals as recommended.

8. Payment Terms

Warranty service may be reasonably delayed for **undisputed overdue balances**.
However, the Contractor agrees to address **urgent issues (such as active leaks)** within a reasonable timeframe.

9. Acceptance

Customer Name: _____

Signature: _____

Date: _____

Contractor Representative: _____

Signature: _____

Date: _____